

1 October 2002

MEMORANDUM FOR ARMY CONTRACTING AGENCY (ACA), SOUTHERN
REGION DIRECTORS OF CONTRACTING, CONTRACTING DIVISION
PERSONNEL/SOUTHERN REGION CONTRACTING CENTER

SUBJECT: Operational Philosophy

This memorandum identifies my four primary operational expectations. It also lists my commitment to you as the Director, Army Contracting Agency, Southern Region.

1. Responsive contract services: To be successful we must anticipate, plan, implement and strive to accomplish all assigned tasks. Know your customers, your counterparts, and their contracting needs.

2. Solid Integrity: This goal is nonnegotiable. No organization, especially one like ours, can be effective if we cannot depend on the word and actions of our fellow workers. Our word, whether written or verbal, must be our bond, and we must insist on total honesty and integrity in our planning, execution and day-to-day operations. Actions resulting from our commitments must be followed through to completion.

3. Total Professionalism and Competency: The title "Professional" is achievable. It encompasses all we do within the ACA structure, whether it is on or off duty, regardless of military rank, civilian grade or position. We must strive to do our very best in everything we do. Take pride in all your actions. In providing the essential contract services for our customers, the requirement for each individual to become and remain proficient and fully qualified is continuous. Training must be accomplished hand in hand with our ongoing mission. This balance must be maintained, and I expect our leaders to set the standards and ensure all employees are afforded the opportunities to meet those standards.

4. Take Care of People: Every employee deserves fair and equal treatment. Striving to establish, maintain and enhance a working environment, which affords all personnel dignity and trust, is our most important challenge. The goal here is to build on the individual. Whether military or a civilian, basic needs must be fulfilled for continued development and advancement. Achievement of this goal will act as a force multiplier that will allow every individual to achieve his or her full potential.

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Director
Army Contracting Region, Southern Region